

<b>Job Title:</b>	<b>ServiceNow Business Analyst</b>
<b>Reporting to:</b>	<b>Head of Business Architecture</b>
<b>Location:</b>	<b>Nottingham</b>
<b>Hours:</b>	<b>37.5 hours per week</b>

## Key purpose of role:

The ServiceNow Business Analyst will work within our Business Architecture group, responsible for ensuring that our ServiceNow platform can support the delivery of Jigsaw24's business and services objectives through the maturity and evolution of the platform's features and functionality.

Reporting to the Head of Business Architecture, the ServiceNow Business Analyst will play a key role in the ongoing developments and enhancements to Jigsaw24's ServiceNow platform, acting as a bridge between business stakeholders and technical development teams. They will be responsible for turning prioritised business requirements into efficient and scalable ServiceNow solutions in order to deliver operational efficiencies and compelling customer experiences.

## Key duties and responsibilities:

- Carry out product ownership responsibilities for ServiceNow, working with business stakeholders to define and prioritise requirements and enhancements to the system.
- Manage the ServiceNow product backlog and enhancement roadmap – constantly developing and prioritising this to align with business needs.
- Act as a bridge between business/operational stakeholders and technical IT teams.
- Act as a key point of contact for any ServiceNow-related questions or requests from the wider business.
- Ensure ServiceNow workflows can support/deliver efficient operational processes for internal stakeholders, aligned to ITIL best practice.
- Ensure ServiceNow can deliver compelling external customer experiences around our service portfolio.
- Work with relevant business stakeholders to define, capture and validate requirements, make solution recommendations and challenge assumptions.
- Work with technical development teams to scope and design potential solutions.
- Analyse proposed system changes and solutions, assessing business impacts and assessing/mitigating associated risks.
- Apply business analysis and project management approaches to the delivery of ServiceNow enhancements.
- Support the testing and transition of new system functionalities and processes into the business to maximise adoption and success.
- Support the continued embedding of the ServiceNow platform within the business and operational teams, helping to resolve issues and communicate progress.
- Support the development of the ServiceNow platform roadmap, articulating the strategic vision and direction of future functionality and capabilities.
- Matrix manage resources from multiple teams to deliver successful outcomes.
- Represent the Business Architecture function and the ServiceNow platform in wider business initiatives to help advise and align objectives and outcomes.
- Support the development of internal ServiceNow knowledge and capability by conducting external engagement and research (e.g. vendor learning, communities, etc.) around best practice, shared experience and latest features and functionalities.
- Protect and champion the 'out of the box' nature of the ServiceNow platform to ensure that this remains scalable and simple to upgrade, challenging any requests for bespoke development.
- Advocate and effect change by influencing decision makers and operational leaders to adopt different working practices where these will support optimal ServiceNow usage.
- Drive continuous improvement to the Business Architecture processes and deliverables as required.

## Skills and qualities:

- Working knowledge of the ServiceNow platform, including key features and functionalities.
- Understanding of ITIL-aligned service management processes, and of how ServiceNow can support the effective delivery of these.
- Demonstrable the ability to and a track record of bringing passion, energy, motivation and resilience to help realise business goals.
- A strategic thinker who can identify and prioritise opportunities that will make the biggest impact to business performance.
- Collaborate effectively and be able to build strong stakeholder relationships at all levels.
- Strong, proactive communication skills, able to gain commitment and buy-in to a common vision and clearly stated goals.
- Comfortable with detail, but also able to uplift and simplify complexity to help educate wider stakeholders.
- Able to resolve conflicts, manage a number of demanding and conflicting asks from stakeholders, and chart a course to a suitable outcome.
- Driven with an entrepreneurial mindset, thriving in a fast-paced environment and recognising the opportunities that change can bring.
- Organises and clearly prioritises; unafraid to set an agenda or take the lead.
- Track record of delivering a strong personal performance, and able to provide examples of initiatives or projects that have been delivered successfully in a complex environment.
- 'Hands-on' by nature, comfortable with diving into problems and developing new solutions.
- Highly capable, with the ability to understand, assimilate and synthesise complex issues and translate them into actionable items.
- Flexible and comfortable with clarifying ambiguity, able to adapt to the constantly evolving nature of business requirements and priorities.
- Possesses a positive 'can-do' and proactive attitude.

## Why work for Jigsaw24?

We're a passionate commercial organisation, so we're always on the lookout for hungry people who want to realise their potential. It's not just about filling existing vacancies – it's about what you can achieve. As a business, we never stand still. Neither do our staff. In fact, we encourage them to follow their own path and help us improve how we all work.

From our office decor to the flexible benefits we give our employees, we try to foster an inspiring, collaborative environment that makes everybody feel welcome. And as we continue to grow, we're determined to hold true to our values and make sure everyone stays on board.

We'll never put profit ahead of our responsibilities, and we'll always provide the same personalised service our customers love – no matter how big we grow. Ever since we started trading, our culture has been based on delivering great customer services and providing solutions based on technical excellence.

We're open to change and new ideas. Reducing our impact on the environment and taking care of our staff will always be in our minds as we continue to develop and expand. It's why we're conservative with our economics, but liberal with our attitudes.

Our team mean everything to us, so we put them first. We respect each person as an individual to create an inclusive, supportive atmosphere that feels like a family. We celebrate the successes of our colleagues, both within the company and outside it, while sharing our knowledge to help others grow as people. And when something goes wrong, we work together as a team to put it right quickly.

## Interview arrangements and availability

If you have a disability, please tell us if there are any reasonable adjustments we can make to help you in your application or with our recruitment process when submitting your CV.

